

## **AMENDMENTS TO THE CLAIMS**

The following listing of claims will replace all prior versions and listings of claims in the application.

### **LISTING OF CLAIMS**

1. (Currently Amended) A computer-implemented method for servicing a mobile platform, the method comprising ~~the steps of:~~

providing a knowledge base of reusable solutions for the mobile platform;

storing the knowledge base in a computer-based medium, the computer-based medium being accessible to a plurality of users over a user interface;

receiving an incoming message from at least one specific user of the plurality of users from the user interface, where the incoming message characterizes a mobile platform technical issue relating to the mobile platform;

importing a first set of mobile platform related data from the incoming message into one or more search roles of an inquiry;

generating an outgoing message in accordance with one or more of the reusable solutions in the knowledge base in response to the incoming message such that the outgoing message addresses the mobile platform technical issue; and

sending said outgoing message to the at least one specific user from the computer-based medium.

2. (Currently Amended) The method of claim 1 further including ~~the steps of:~~  
~~importing a first set of mobile platform related data from the incoming message~~  
~~into one or more search roles of an inquiry;~~

locating a relevant reusable solution in accordance with the inquiry; and  
exporting data from one or more solution roles of the relevant reusable solution  
into a second set of mobile platform related data in the outgoing message.

3. (Canceled)

4. (Currently Amended) The method of claim 2 further including ~~the steps of:~~  
receiving security input from a service engineer of a manufacturer of the mobile  
platform; and  
granting authoring access to the service engineer.

5. (Currently Amended) The method of claim 2 further including ~~the steps of:~~  
receiving security input from a subject matter expert of the manufacturer of the  
mobile platform; and  
granting authoring access to the subject matter expert.

6. (Currently Amended) The method of claim 2 further including ~~the steps of:~~  
receiving security input from a field service representative of a manufacturer of  
the mobile platform; and  
denying authoring access to the field service representative.

7. (Currently Amended) The method of claim 2 further including ~~the steps of~~:  
receiving security input from a representative of an operator enterprise of the  
mobile platform; and  
denying authoring access to the operator representative.

8. (Currently Amended) The method of claim 2 further including ~~the step of~~  
defining an approval status for the new reusable solution wherein the approval status  
enables access to the new reusable solution to be limited to a predefined group of  
individuals.

9. (Currently Amended) The method of claim 8 further including ~~the step of~~  
limiting access to service engineers of a manufacturer of the mobile platform.

10. (Currently Amended) The method of claim 8 further including ~~the step of~~  
limiting access to subject matter experts of the manufacturer of the mobile platform.

11. (Currently Amended) The method of claim 2 further including ~~the step of~~  
importing a portion of the first set of mobile platform related data into a goal field of the  
inquiry such that the goal field defines a goal of the technical issue.

12. (Currently Amended) The method of claim 2 further including ~~the step of~~ importing a portion of the first set of mobile platform related data into a fact field of the inquiry such that the fact field defines a fact of the technical issue.

13. (Currently Amended) The method of claim 2 further including ~~the step of~~ importing a portion of the first set of mobile platform related data into a symptom field of the inquiry such that the symptom field defines a symptom of the mobile platform technical issue.

14. (Currently Amended) The method of claim 2 further including ~~the step of~~ importing a portion of the first set of mobile platform related data into a change field of the inquiry such that the change field defines a change of the mobile platform technical issue.

15. (Currently Amended) The method of claim 2 further including ~~the step of~~ exporting data from a cause field into the second set of mobile platform related data such that the second set of mobile platform related data defines a cause of the mobile platform technical issue.

16. (Currently Amended) The method of claim 2 further including ~~the step of~~ exporting data from a fix field into the second set of mobile platform related data such that the second set of mobile platform related data defines a fix of the mobile platform technical issue.

17. (Currently Amended) The method of claim 1 further including ~~the step of~~ maintaining the knowledge base for a plurality of mobile platforms.

18. (Currently Amended) The method of claim 17 further including ~~the step of~~ providing reusable solutions for more than two million parts of the plurality of mobile platforms.

19. (Currently Amended) A computer-implemented method for updating a mobile platform specific knowledge base, the method comprising ~~the steps of~~:

storing the knowledge base in a computer-based medium, the computer-based medium being accessible to a plurality of users by a user interface;

receiving a mobile platform technical issue from at least one of the plurality of users from the user interface;

determining whether any reusable solutions of the knowledge base addresses a mobile platform technical issue regarding said mobile platform;

verifying whether an individual has authoring access to the knowledge base;

receiving authoring input from the individual when none of the reusable solutions addresses the mobile platform technical issue;

generating a new reusable solution based on the authoring input when the individual has authoring access; and

implementing the new reusable solution into the knowledge base.

20. (Currently Amended) The method of claim 19 further including ~~the steps~~  
of:

receiving security input from a service engineer of a manufacturer of the mobile  
platform; and

granting authoring access to the service engineer.

21. (Currently Amended) The method of claim 19 further including ~~the steps~~  
of:

receiving security input from a subject matter expert of the manufacturer of the  
mobile platform; and

granting authoring access to the subject matter expert.

22. (Currently Amended) The method of claim 19 further including ~~the steps~~  
of:

receiving security input from a field service representative of a manufacturer of  
the mobile platform; and

denying authoring access to the field service representative.

23. (Currently Amended) The method of claim 19 further including ~~the steps~~  
of:

receiving security input from a representative of an operator enterprise of the  
mobile platform; and

denying authoring access to the operator representative.

24. (Currently Amended) The method of claim 19 further including ~~the step of~~ defining an approval status for the new reusable solution wherein the approval status enables access to the new reusable solution to be limited to a predefined group of individuals.

25. (Currently Amended) The method of claim 24 further including ~~the step of~~ limiting access to service engineers of a manufacturer of the mobile platform.

26. (Currently Amended) The method of claim 24 further including ~~the step of~~ limiting access to subject matter experts of the manufacturer of the mobile platform.

27. (Currently Amended) A computer-implemented method for servicing a mobile platform, the method comprising ~~the steps of~~:

receiving an incoming message over a computer network from a customer, where the incoming message characterizes a mobile platform technical issue associated with the mobile platform that is generated by the customer interacting with a user interface;

importing a first set of mobile platform related data from the incoming message into one or more search roles of an inquiry;

searching a knowledge base of reusable solutions for the mobile platform in accordance with the inquiry, the knowledge base being stored in a computer-based medium, the computer-based medium being accessible to a plurality of users;

determining whether any reusable solutions of the knowledge base address the mobile platform technical issue;

verifying whether an individual has authoring access to the knowledge base, with the authorizing access restricted to subject matter experts of the manufacturer of the mobile platform;

receiving authoring input from the individual when none of the reusable solutions addresses the mobile platform technical issue;

generating a new reusable solution based on the authoring input when the individual has authoring access;

implementing the new reusable solution into the knowledge base;

exporting data from one or more solution roles of the reusable solutions into a second set of mobile platform related data of an outgoing message; and

displaying the outgoing message on the user interface.

28. (Currently Amended) The method of claim 27 further including ~~the step of~~ importing a portion of the first set of mobile platform related data into a goal field of the inquiry such that the goal field defines a goal of the technical issue.

29. (Currently Amended) The method of claim 27 further including ~~the step of~~ importing a portion of the first set of mobile platform related data into a fact field of the inquiry such that the fact field defines a fact of the mobile platform technical issue.



30. (Currently Amended) The method of claim 27 further including ~~the step of~~ importing a portion of the first set of mobile platform related data into a symptom field of the inquiry such that the symptom field defines a symptom of the mobile platform technical issue.

31. (Currently Amended) The method of claim 27 further including ~~the step of~~ importing a portion of the first set of mobile platform related data into a change field of the inquiry such that the change field defines a change of the mobile platform technical issue.

32. (Previously Presented) A computer-implemented aircraft servicing system comprising:

a knowledge base of reusable solutions, wherein the knowledge base is derived from prior communications regarding an aircraft and is stored in a computer-based medium, the computer-based medium being accessible to a plurality of users;

a user interface that enables the plurality of users to access the knowledge base;

a distributed tool for maintaining the knowledge base in accordance with characterizations of aircraft technical issues submitted to the computer-based medium from individuals in an aircraft manufacturer enterprise; and

a security model for selectively allocating read and write access to the computer-based medium to the knowledge base between the individuals in the manufacturer enterprise and individuals in an aircraft operator enterprise.

33. (Original) The servicing system of claim 32 wherein the distributed tool includes:

an authoring module enabling storage of reusable solutions to the knowledge base, each reusable solution having an assigned access status; and

a search module enabling retrieval of reusable solutions from the knowledge base in accordance with the access statuses;

said authoring module preventing field service representatives of the manufacturer enterprise and representatives of the operator enterprise from generating reusable solutions.